

Contingency Operations & Vocational Engineer Review Training Program

# Management Guide



2003  
Edition

***HQ Air Force Civil Engineer Support Agency***

*Providing the best tools, practices, and professional support  
to maximize Air Force Civil Engineer capabilities  
in base and contingency operations*

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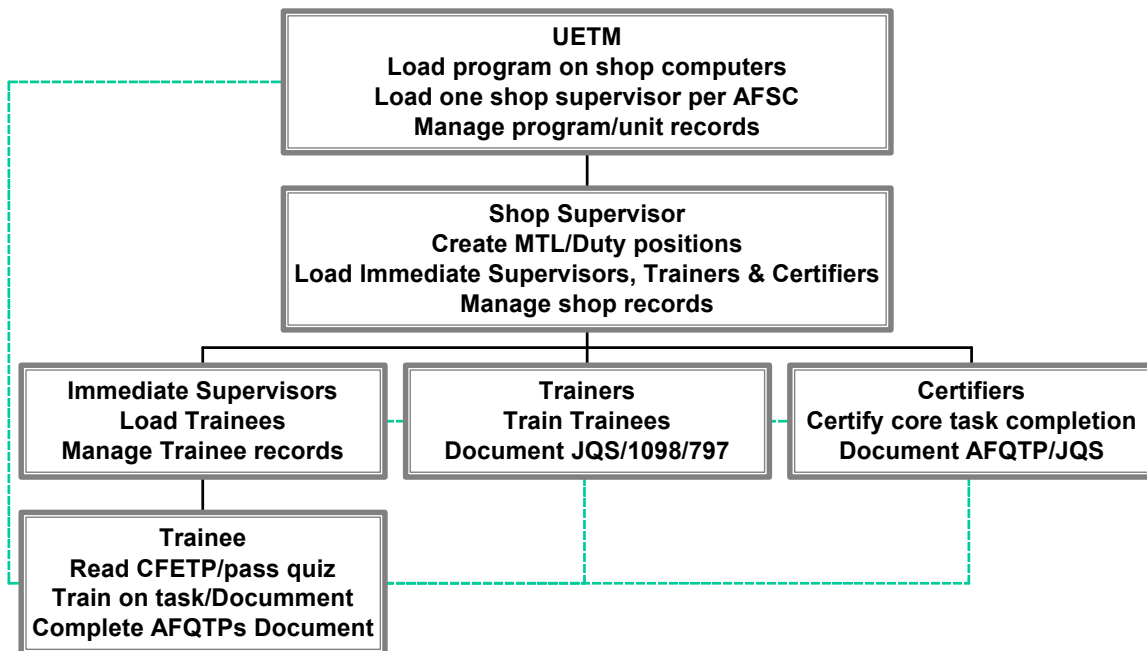
## COVER Train

### Contingency, Operations and Vocational Engineer Review Training

**1. General Information:** COVER Train is an interactive computer-based program designed to deliver subject and task knowledge to trainees, while capturing and recording their progress in meaningful data. This program was designed along the training procedures and guidelines of AFI 36-2201. Although the primary focus is on the “most important person in the training process...the trainee.” This program aims to simplify management and redeem excessive time spent on documentation. Additionally, this program strives to build more integrity into the OJT process

**1.1. Users:** There are six key users of COVER Train: Unit Education and Training Manager (UETM), Shop Supervisor, Immediate Supervisor, Trainer, Certifier and Trainee. Each player should be very familiar with his or her traditional responsibilities in training before attempting to employ this contemporary training tool. See Figure 1-1 below for general user responsibilities.

Figure 1-1: COVER Train User Responsibilities



**1.2. Users Guide Information.** There are several avenues available to help you use the program. Training is available via the COVER Train Tour on the COVER Train page link at <http://www.afcesa.af.mil/Directorate/CEO/Training/covertrain/default.htm> and on the COVER Train CD. Another source is the “Help” function located among the ten function keys on the left margin of the COVER Train main viewing screen. Lastly, there is a text-based How to guide on the COVER Train page listed above. Help for program content and documentation procedures are available through our helpdesk at [ceof.helpdesk@afcesa.af.mil](mailto:ceof.helpdesk@afcesa.af.mil). You may also contact the COVER Train Program Manager at DSN: 523 6074.

**Tip #1:** Text based copies of the procedural and management guides should be printed and stored in the Learning Resource Center (LRC), the UETM’s office, and each shop.

**1.3. Program Errors:** Direct your questions concerning program loading or error messages to our contractor support function at <http://www.c2mm.net/covertrain>. If a program error occurs, write down the information exactly as it appears on the computer screen and send e-mail to [covertrain@c2mm.net](mailto:covertrain@c2mm.net).

**2. COVER Train Software Management:** Before setting up COVER Train in your unit or shop, take time to review the traditional training process (see figure 1.) and your individual responsibilities IAW AFI 36-2201. Also, ensure you review the program’s system requirements before loading.

**Tip #2:** Before deploying COVER Train to all work-centers, call all your section training representatives and review all materials. If available, this would also be the perfect time to view the COVER Train Tour CD-ROM as a group.

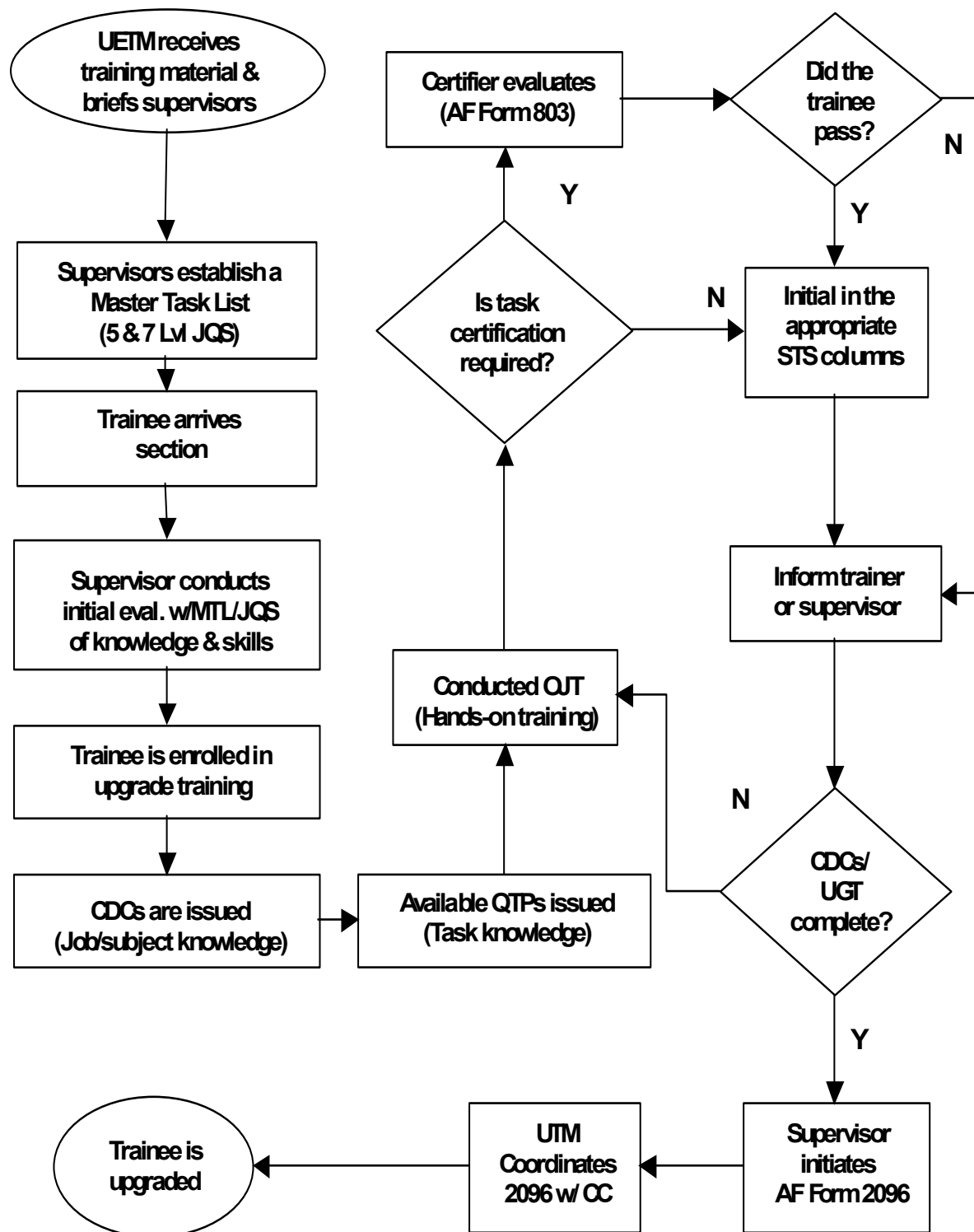
**Tip #3:** Develop an errata sheet for systematic or procedural problems you may encounter. Provide feedback to the COVER Train Program Manager at HQ AFCEA’s Force Development Division.

2.1. COVER Train was developed in tandem with the traditional training process. The administrators are the UETM, Shop Supervisor, Immediate Supervisor, Trainer, and Certifier. Many of the forms and procedures have been intentionally replicated for ease of understanding.

2.2. Contact your systems administrator/computer manager before loading this, or any software on government computers. The capability exists in Version 2.0 to run on a server or LAN system, before installing you MUST get approval to load this program. Subsequent versions will have this capability and the necessary net-worthiness certification for similar automation systems.

2.3. The COVER Train 2.0 package contains two administrator CD-ROMs and two Trainee CD-ROMs’s. Duplicate as many copies as needed and keep one of each original with your System Administrator and Unit Training Manager. For new requirements or replacement master copies please contact the helpdesk at [ceof.helpdesk@afcesa.af.mil](mailto:ceof.helpdesk@afcesa.af.mil).

Figure 1. The Traditional Training Process



### **3. Administrative Responsibilities:**

#### **3.1. Unit Education and Training Manager's Responsibilities**

3.1.1. The UETM will serve as the unit's primary administrator of COVER Train. Consider selecting an associate administrative team with the following members: Two assistant managers, one subject matter expert (SME) from each specialty, a fire department liaison, and a computer systems (LAN/WAN) specialist.

##### **3.1.2. Program Set-up:**

- 3.1.2.1. Set up initial and periodic training review meetings.
- 3.1.2.2. Ensure program procedures are followed as outlined in this management guide.
- 3.1.2.3. Load shop supervisors and assist the set up their shop's training plan/records
- 3.1.2.3. Distribute all e-training materials.
- 3.1.2.4. Visit shops, interview new trainees and review training progress.
- 3.1.2.5. Periodically collect/maintain an e-file of all trainee records and back-ups on disks.
- 3.1.2.6. When members are going TDY or PCS-ing, ensure they have a copy of their e-training records.

**Tip #4:** A copy of the member's training records can be forwarded to the gaining supervisor via e-mail

- 3.1.2.7. UETMs should make every effort to overlap with succeeding managers.
- 3.1.2.8. Gaining UETMs are responsible to ensure timely establishment of training records

##### **3.1.3. Program Maintenance and Security:**

3.1.3.1. COVER Train has many internal security features for the safekeeping of personal records. Version 2.0 may have some limitations; however, subsequent versions will grow with the needs and demands of contemporary training methods and automation requirements.

3.1.3.2. Since there are no tests or sensitive materials on COVER Train, UETMs may take the liberty to make as many copies as needed for their units. Storing the software will not require any special measures.

##### **3.1.4. Equipment and Material Required to Support the COVER Train Program:**

3.1.4.1. Hardware and software upgrade requirements for COVER Train have remained at a conservative pace to maximize participation. Commanders should be advised that COVER Train will eventually be mandatory to meet upgrade requirements. Qualification and Training Packages (AFQTPs) have been tied to this platform.

3.1.4.2. COVER Train requires a minimum Pentium 166MHZ (Pentium II 300 Mhz recommended) with at least 32 Megabytes (64 recommended) of RAM, MS-Windows® 95/98, 2000, XP, or NT operating system. SVGA 800x600 color monitor, sound card-Soundblaster 16 or equivalent, and speakers. Adequate hard drive space 80 MB minimum (450 MB recommended) must be available before installing COVER Train. The CD-ROM 12X speed or higher versions CD-ROM drive. Internet Connection (Network Card/Modem). This minimum operation system is needed to operate the program satisfactorily through FY 03.

### **3.1.5. Learning Resource Centers (LRCs):**

3.1.5.1. A properly configured and equipped Learning Resource Center (LRC) will help ensure successful quality training. The LRC should be located near and managed by the UETM and configured to allow different types of training to be conducted simultaneously.

3.1.5.2. LRCs should consist of at least **one** computer per **ten** trainees with the suggested requirements as listed above. A good rule of thumb is to keep your commander in the loop with industry standard updates and maintain a “conservative” pace. To do this, each unit should consider maintaining one or two computers with CD read/write capability and web connectivity in order to download future COVER Train updates from the Internet. The most frequently used computers should be well maintained, and compatible with products being delivered to your unit. Before launching out in the cyber space market or formulating future spending plans, do your homework! Remember don’t ignore new innovations and stay abreast of the most current information and trends.

**3.1.6. Transferring Student Records Between Bases:** When a person leaves your base (PCS, PCA, or TDY), they should “hand carry” a disk copy of their COVER Train training records to their new base. The trainee should also print a copy of their training records. Include any additional paper records to show completed training not captured on COVER Train. E-records can also be e-mailed to the gaining UETM. The departing base will maintain the student’s e-records for at least 120 days before deleting it from the computer system.

**3.1.7. Establishing Timelines and Goals:** COVER Train is equipped with an electronic calendar or scheduler. UETMs should inform each shop on approximate parameters or training timelines. For example, when loading a new trainee, you will need to establish a maximum training date. If your MAJCOM or unit has a goal (e.g. 23 months maximum for upgrade to 5-Level), then the appropriate date should be posted in the Airman’s records. The COVER Train How-to- Guide has more details on how this is accomplished.

## **3.2. Shop Supervisor’s Responsibilities**

3.2.1. The shop supervisor has the lead within the shop for accomplishing and monitoring all training tasks and providing feedback on the program’s effectiveness to the UETM. The key supervisory responsibilities are setting up the e-training program within the shop, loading the master task list (MTL), Duty Positions, and load all Immediate Supervisors, Trainers, Certifiers. Shop Supervisors should ensure that all users in their section TSgt and below are loaded as Trainee’s. Note: User may have multiple access levels. See Chapter 5 in COVER Train How to Guide for additional information.

**Tip #5:** The shop's training representative may be delegated to assist with COVER Train's management within the shop; however, the supervisor maintains the responsibility and oversight.

### 3.2.2. Program Set-up:

3.2.2.1. Before establishing your e-training plan, it may be best to set aside some time to read this entire guide and develop a shop training class on the use of COVER Train.

3.2.2.2. Review your current MTL and make a note of any new or supplemental shop tasks.

3.2.2.3. The UTEM will load an administrative copy of COVER Train on your shop computer.

**Tip #6:** Ensure the systems requirements match the recommended standard on the COVER Train software. Also read and carefully follow the loading instructions on the inside cover of the package or the How-to Guide.

**Tip #7:** Press the "Tour" function key to launch the e-tutor.

3.2.2.4. The UETM will also load the shop supervisor and check the appropriate access levels.

3.2.2.5. The shop supervisor will then login and proceed with additional shop functions.

**NOTE:** Only the individual with the shop supervisor logon (access level #5) will be able to build the MTL or Duty Position. If needed, use the How-to Guide or "Tour" to instruct you on creating your shop's MTL and JQSS

### 3.2.3. Loading Immediate Supervisors, Trainers and Certifiers:

3.2.3.1 Once you have loaded your MTL and identified 5- and 7- Level Job Qualification Standard items, your next task will be to load all trainers and certifiers. Fill out all fields correctly.

**Tip #8:** Take time to review the privacy act disclosure statement as outlined in 44 USC 3101; 10 USC 8012, and E0939. A copy of this disclosure statement is found on the trainee's records (tab 623 I-II, "Identification data")

3.2.3.2. While loading trainers or certifiers, you may also load them as trainees by clicking the appropriate box. This will automatically produce trainee records on the individual. You must access this person's records in the "trainee records" option from the tool bar and ensure all information is correct (i.e. rank, AFSC, etc).

**Tip #9:** Trainee's records may be e-mailed to and from the shop. See the How-to- Guide or "COVER Train Tour" to use this feature.

## 3.3. Immediate Supervisor's Responsibilities



3.3.1. Each Immediate Supervisor accomplishes and monitors assigned trainee's progress on all training tasks, and provides feedback on the e-program's effectiveness to the shop supervisor. The key immediate supervisor responsibilities are performing initial evaluations, enrolling trainees, scheduling, training and managing/maintaining the trainee's e-records. See Chapter 6 in COVER Train How to Guide for additional information.

### **3.3.2. Enrolling Trainees:**

3.3.2.1. Once you have interviewed the trainee (initial or subsequent evaluation of knowledge and skills), they will need to be enrolled in upgrade training.

3.3.2.2. Select and assign the appropriate JQS (5- or 7-Level).

3.3.2.3. Open individual training tasks by selecting them (from the "JQS" box on the left of the "Enroll" window) and moving the item to the "Active JQS" box on the right of the window.

**NOTE:** Moving a task will start the time feature in COVER Train for each particular task. The trainer will be automatically alerted on delinquencies in training if timelines are not met.

3.3.2.4. Issue a copy of COVER Train "Trainee" version 2.0 to the trainee.

3.3.2.5. Inform the trainee of the CFETP Part I review and quiz included on their version. See the "Trainee's Responsibilities" section of this guide for more information.

### **3.3.3. Assigning Immediate Supervisors to Trainees:**

3.3.3.1. Follow the How-to Guide or "COVER Train Tour" to load trainees and assign immediate supervisor.

3.3.3.2. You may also assign a temporary supervisor if you are on leave or TDY.

### **3.3.4. Trainee Record Keeping:**

3.3.4.1. Once a trainee's records have been established, shop supervisors are required to perform periodic (at least monthly, preferably weekly, for members in upgrade training) reviews.

3.3.4.2. Trainees records (i.e. COVER Train's database files) will be stored on the LAN or shop's hard drive and backed-up regularly (at least monthly).

3.3.4.3. Trainee records must also be backed-up on diskette(s) for the trainee's periodic data transferal.

3.3.4.4. Retain the old AF Form 623 (trainee's paper record) for referral purpose until COVER Train becomes mandatory. Projected Jul 03.

### **3.3.5. Scheduling and Managing Training:**

3.3.5.1. One of the greatest challenges of training in today's Air Force is lack of time for training. COVER Train responds to this challenge by delivering and tracking all the subject and task KNOWLEDGE elements of education and training. The supervisor must still make a plan for training and exercising the HANDS-ON portion of training. Here are a few tips to assist you schedule and manage your shop e-training program:

3.3.5.1.1. Review and prioritize the duty tasks each trainee will need to accomplish in the short term.

3.3.5.1.2. Assign the related subject- (CDC), and task- (AFQTP) knowledge item(s) to the trainee.

**Tip #10:** If the task is a certifiable (hand-on) item, only assign the related AFQTP module or task checklist. Also, it may be more effective to have the trainee review their subject knowledge a day or two before accomplishing the hands-on portion.

3.3.5.1.3. Review the trainee's understanding and comprehension of the task.

3.3.5.1.4. Perform the training.

3.3.5.1.5. If a core task is to be trained, use the related AFQTP as an instructional guide.

3.3.5.1.6. Immediate Supervisors are required to perform periodic reviews (at least weekly).

3.3.5.1.7. Note any shortfalls or problems in the trainee's 623a or on the "Notepad" of the shop's version of COVER Train.

### **3.3.6. Managing Training Records:**

3.3.6.1. Although COVER Train will do some automatic record keeping, immediate supervisors will still be required to post comments on the individual's progress.

3.3.6.2. Note any shortfalls, comments or problems on the individual's 623a.

3.3.6.3. Fill out all e-forms in COVER Train like you would in the traditional paper process.

**Tip #11:** Use AFI 36-2201 as a refresher guide on how to fill out the various training forms (i.e. 797s, 803s, 1098, etc.

**NOTE:** The E-Form 2096 would only be filled out when an individual is about to be upgraded. This form is for unit information only, use servicing Military Personnel Flight process for official upgrade actions. In the interim, your UETM will provide assistance on what information is necessary to initiate the upgrade process.

### **3.4. Trainer's Responsibilities**

**3.4.1.** A trainer plays a significant part in the skill level upgrade of a trainee. As with the traditional training process, you must fulfill the necessary AF training requirements to be a trainer. Your responsibility in COVER Train is to document training in the trainee's JQS, AF Forms 797 and 1098. See Chapter 7 in COVER Train How to Guide on how to perform these procedures. Here are some items you need to remember as a trainer:

3.4.1.1. Trainee's must initial prior to trainers in all COVER Train e-forms.

3.4.1.2. Use AFQTPs as lesson plans when training your trainee's on core tasks. Document completion in the AFQTP tab in trainee's records. AFQTPs must be completed and initialed prior to initialing same task in JQS.

### **3.5. Certifier's Responsibilities**

3.5.1. As a certifier there are a few, but significant, items to perform. As with the traditional training process, you must fulfill the necessary AF training requirements to be a certifier. See Chapter 8 in COVER Train How to Guide on how to perform these items. Here are some items you need to remember as a certifier:

3.5.1.1. Once the trainee and trainer have e-initialed the appropriate columns on the JQS, indicating completion of training, certification can commence.

3.5.1.2. Observe the trainee performing the task.

**Tip #12:** Keep a copy of the AFQTP Performance Checklist handy while evaluating the trainee and make any notes on his or her performance. These notes will be transferred to the individual's e-training records (i.e. Form 803 in COVER Train)

3.5.1.3. Note the trainee's performance on the Form 803 within COVER Train and remember to save/update the record

3.5.1.4. If the task is satisfactorily completed, enter your e-initials on the trainee's JQS.

**Note:** The "task completion date will automatically appear on the trainee's JQS and automatically populate all other appropriate forms.

### **3.6. Trainee's Responsibilities**

3.6.1. When a trainee arrives their new duty location, the UETM and shop supervisor will perform an initial interview and OJT orientation brief. See chapter 9 in COVER Train How to Guide for additional information. In addition to the standard topics covered during the trainee's initial brief, the following topics will be added:

3.6.1.1. An overview of the trainee's general responsibilities (IAW AFI 36-2201) in OJT.

3.6.1.2. Training timelines and shop, section, and unit training goals

**Tip #13:** This would be a good time to have the trainee visit the COVER Train "Tour" function and navigate through the "trainee" section.

3.6.1.3. After the initial brief, the UETM or shop supervisor will initiate training records and save them to a floppy disk.

3.6.1.4. When the shop supervisor and trainer assess the trainee's comfort level with COVER Train to be favorable, the trainee will receive a personal copy of COVER Train "**Trainee**" version on CD-ROM and their trainee disk. The trainee will then load and use COVER Train away from the duty location.

3.6.2. When the trainee arrives home or wherever they will have direct access to a personal computer (see recommended standards in the introduction of this guide), the following steps must be accomplished:

3.6.2.1. Load COVER Train Version 2.0 on personal computer.

3.6.2.2. Load your individual file from your diskette (initialized by your shop supervisor or trainer) and login to the program.

3.6.2.3. Read the CFETP Part I and take the "one-time" quiz at the end of the section.

**Note:** There are 16 questions on this quiz and 12 or more, must be answered correctly to proceed. Access to AFQTPs and other items will not function until this passing score is achieved. Once the test is taken remember to update your student disk.

3.6.2.4. Next, open your JQS and review each item your supervisor has “opened (i.e. assigned you to be trained on).”

3.6.2.5. Here are the recommended steps for e-learning using COVER Train:

3.6.2.5.1. Set aside some time and reduce/remove distractions (TV, visitors, etc.)

3.6.2.5.2. Read the task assigned by your trainer

3.6.2.5.3. Read the associated “subject knowledge” to the task

3.6.2.5.4. If the assigned task is core (i.e. will lead to certification via hands-on), or diamond (contingency equipment related), completion of an AFQTP is mandatory for upgrade. To read and review associated “task knowledge” products, go to the AFQTP list and view the module. COVER Train only has the basic AFQTPs (i.e. those produced on paper).

**Note:** Each QTP module # should correspond with the JQS task number.

**Tip # 14** When reading from the CFETP Part I, AFQTPs, Technical Reference Library, or any other PDF or word document, you can create note cards by highlighting and copying sections you need to remember and pasting them on your “Notes” feature (one of the function keys). Also, questions for your trainer can be typed into the Notes. See the “How-to Guide” or the Tour for specific instructions.

3.6.2.6.5. Next, open your JQS and place your e-initials in the trainee column.

**Note:** Remember to update (save) your information to the COVER Train program on your hard drive and the trainee disk. If you and your trainer have e-mail access, you may send an electronic update of your student file to him or her.

3.6.2.6.6. If you have any questions or comments on COVER Train’s effectiveness, efficiency, suggestions, etc., pass on the information to your trainer, supervisor, or UETM.